May 8, 1998

TO: Distribution

FROM: Jasper Spencer

SUBJECT: **DORAL HOME OF VALUE DISPLAY DELIVERIES**

In an effort to avoid possible delivery problems with the Doral Home of Value Display (item #540350) and the Doral Home of Value Enhancements (item #540353), the following procedures MUST take place each time an order for these items is entered:

- Press PF6 (under the Order Completion Screen) for Special Handling.
- DO NOT TYPE ANYTHING IN ON THIS SCREEN. Instead, bypass this entire screen by pressing PF5 for **CARRIER INSTRUCTIONS**.
- At Carrier Instructions Screen, the following must be typed on the 3 lines given:

  "Lift gate preapproved; Carrier must call RJR (Enter your ROU Phone Number here so ROU personnel can arrange for GSW or Store Personnel to be at location at time of delivery) to make delivery arrangements."

If these three steps are followed, delivery will be made in a prompt manner. Please note: Store personnel or RJR personnel MUST be present at time of delivery in order to assist driver.

If there are any questions, please call me at (336) 741-4072.

Jasper Spencer

JS:tig

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